

GP 2731

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of Werve et al.

Serial No.: 09/032,551

Filed: February 26, 1998

For: INTERNET WEB SITE WITH AUDIO
INTERCONNECT AND AUTOMATIC
CALL DISTRIBUTOR

Group Art Unit: 2731

Examiner: Nguyen, S.

ASSISTANT COMMISSIONER FOR PATENTS
Washington D.C. 20231



I hereby certify that this paper is being deposited with the United States Postal Service as Express Mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231, on this date.

Date Feb 23 - 99
Express Mail Label No. EL215071595 US

Sir:

Transmitted herewith is an amendment in the above-identified application.

(X) No additional fee is required.

Fee Calculation For Claims As Amended

| | As Amended | Previously Paid For | Present Extra | Rate | Additional Fee |
|--|------------|---------------------|---------------|-----------|----------------|
| Total Claims | 58 | - 58 | = 0 | x \$18.00 | \$.00 |
| Independent Claims | 5 | - 5 | = 0 | x \$78.00 | \$.00 |
| Fee for Multiple Claims | | | | \$260.00 | \$.00 |
| Total Additional Fee | | | | | \$.00 |
| () Small Entity Fee (reduced by half) | | | | | \$ |

() A check in the amount of \$_____ is enclosed.

() Other: _____

() Charge \$_____ to Deposit Account No. 23-0920.

(X) The Commissioner is hereby authorized to charge any additional fees which may be required to this application under 37 C.F.R. §§1.16-1.17, or credit any overpayment, to Deposit Account No. 23-0920. Should no proper amount be enclosed herewith, as by a check being in the wrong amount, unsigned, post-dated, otherwise improper or informal or even entirely missing, the Commissioner is authorized to charge the unpaid amount to Deposit Account No. 23-0920. A duplicate copy of this sheet is enclosed.

120 South Riverside Plaza
22nd Floor
Chicago, Illinois 60606
(312) 655-1500

WELSH & KATZ, LTD.

By: [Signature]
Jon P. Christensen
Registration No. 34,137

RECEIVED
JUL 29 1999
TC 2700 MAIL ROOM

97RSS444/70817

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Werve, et al.

Serial No.: 09/032,551

Filed: February 26, 1998

For: INTERNET WEB SITE WITH
AUDIO INTERCONNECT AND
AUTOMATIC CALL DISTRIBUTOR

Examiner: Nguyen, S.

Attorney
Docket No.: 97RSS444/70817



Art Unit: 2731

I hereby certify that this paper is being deposited with the United States Postal Service as Express Mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231, on this date.

Date

Express Mail Label No.

FL21507159505

AMENDMENT A

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

In response to the Office Action of April 23, 1999,
please amend the above-identified application as follows:

In the Claims:

Amend claim 1 to read as follows:

Sub 1
A method of establishing an audio call path between an
Internet user accessing a web site and an agent of the web site,
such method comprising the steps of:
proving [a] the web site with a plurality of audio access
icons and a plurality of agent groups;

RECEIVED
JUL 29 1999
TC 2700 MAIL ROOM